

PATTERSON &
SHERIDAN, LLP
— ATTORNEYS AT LAW

RECEIVED
CENTRAL FAX CENTER

OCT 26 2006

3040 Post Oak Blvd, Suite 1500
Houston, TX 77056-6582
TEL 713.623.4844
FAX 713.623.4846

FACSIMILE COVER SHEET

DATE: October 26, 2006
FILE NO.: WEAT/0042
TO: MAIL STOP AMENDMENT, Commissioner for Patents
FAX NO.: (571) 273-8300
COMPANY: USPTO
FROM: William B. Patterson
PAGE(S) with cover: 16
ORIGINAL TO FOLLOW? YES NO

RESPONSE TO OFFICE ACTION DATED AUGUST 1, 2006

TITLE: METHODS AND APPARATUS FOR INTERACTIVE COMMUNICATION WITH SERVICE AND SUPPORT PERSONS
U.S. SERIAL NO.: 09/668,785
FILING DATE: September 22, 2000
INVENTOR: James Longbottom et al.
EXAMINER: Vanel Frenel
GROUP ART UNIT: 3626
CONFIRMATION NO.: 2355

CONFIDENTIALITY NOTE

The document accompanying this facsimile transmission contains information from the law firm of Patterson & Sheridan, L.L.P. which is confidential or privileged. The information is intended to be for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify us by telephone immediately so that we can arrange for the retrieval of the original documents at no cost to you.

002/016

OCT 26 2006

PATENT
TREAT/0042

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In re Application of:
James Longbottom et al.**

Serial No.: 09/668,785

Confirmation No.: 2355

Filed: September 22, 2000

**For: METHODS AND APPARATUS
FOR INTERACTIVE
COMMUNICATION WITH
SERVICE AND SUPPORT
PERSONS**

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Group Art Unit: 3626

Examiner: Vanell Erenel

Customer No. 36735

CERTIFICATE OF FACSIMILE TRANSMISSION UNDER 37 CFR 1.8
I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office on October <u>26</u> , 2006.
<u>William B. Patterson</u>
Typed Name
<u>34,102</u>
Reg. No. if applicable

Signature
(713)623-4844
Telephone Number

RESPONSE TO OFFICE ACTION DATED AUGUST 1, 2006

In response to the Office Action dated August 1, 2006, having a shortened statutory period for response set to expire on November 1, 2006, please enter this response and reconsider the claims pending in the application for reasons discussed below. Although Applicant believes that no additional fees are due in connection with this response, the Commissioner is hereby authorized to charge counsel's Deposit Account No. 20-0782/WEAT/0042/WBP, for any fees, including extension of time fees or excess claim fees, required to make this response timely and acceptable to the Office.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper. **Remarks/Arguments** begin on page 11 of this paper.